

REQUEST FOR PROPOSAL

Addendum # 1



Department Of Executive Services
Finance and Business Operations Division
Procurement and Contract Services Section
206-684-1681 TTY RELAY: 711

DATE ISSUED: November 8, 2004

RFP Title:	Information Security & Privacy Awareness Training
Requesting Dept./ Div.:	King County Office of Information Resource Management
RFP Number:	170-04RLD
Due Date:	November 16, 2004 - 2:00 P.M.
Buyer:	Roy L. Dodman, roy.dodman@metrokc.gov (206) 263-4266

This addendum is issued to revised the original Request for Proposal, dated October 21, 2004 as follows:

1. The proposal opening date remains the same: Tuesday, November 16, 2004 no later than 2:00 p.m. exactly.

The following information is provided in response to questions received:

- Q1. In item D, 4 - point c suggests that a response time of < 1 second is required. This is challenging to commit to without much more knowledge of their internal setup. Usually at the beginning of a project, we do a complete Technical Assessment to determine the best fit for our client. Would it be possible to give us some of the details of your environment, such as:
- a. Current Operating System (s). Which OS must the solution be compatible with? Also, is there a Standard Operating Environment (SOE)?
 - b. Make (s) of PCs.
 - c. Slowest processor. Slowest Processor speed.
 - d. RAM

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TO BE ELIGIBLE FOR AWARD OF A CONTRACT, THIS ADDEMDUM MUST BE SIGNED AND SUBMITTED TO KING COUNTY

Sealed proposals will only be received by:

King County Procurement Services Section, Exchange Building, 8th floor, 821 Second Avenue, Seattle, WA 98104-1598. Office hours: 8:00 a.m. - 5:00 p.m., Monday - Friday

Company Name

Address		City / State / Postal Code
Signature	Authorized Representative/Title	
Email	Phone	Fax

This Request for Proposal – Addendum will be provided in alternative formats such as Braille, large print, audiocassette or computer disk for individuals with disabilities upon request.

- e. Available Hard Drive space; color depth.
- f. Will users need to pass through a firewall to access the solution? Will users need to pass through a proxy server to access the solution?

A1: The County recommends that vendors not get "bogged down" in the details of all of the County's machines. The County has some of everything - from Win95 to XP operating systems and no standard configurations. Yes, users would be going through a firewall. If the proposed product requires a minimum configuration to meet a response time of 1 second or less, then the proposer should provide that information in the column of the table where they are asked to describe "how" they meet the requirement.

Q2. Additionally, we are concerned about your support requirements. It is not our usual practice to give our support number to all of the students within an organization as this could have the potential to overload us. Would it be possible to assign someone at the County "Help Desk" to liaise with the Easy i Support people, or at the very least triage the inquiries?

A2: The proposer needs to respond to the requirement - do they offer 24x7 support or not. If they want to offer an alternative of training internal County staff to field support calls, then the proposer is welcome to include that in their proposal.

Q3. In Section II, Additional questions, #2, you ask if our product could "run on an in-house LMS"? Are you thinking of purchasing an LMS? If so, should the pricing include the costs for both hosted and non-hosted options?

A3: At some point in the future King County may purchase an LMS. Proposers can provide pricing for both hosted and non-hosted solutions, but proposals will be evaluated only on a hosted solution.

Q4. Regarding Section II, D. Requirements, 5. Customer Support, a., "Unlimited Telephone Help Desk Support for King County Students and Administrators": Question: Can you please define the intended nature of the help desk calls to be received by the awardee?

A4: Customer support should be available to answer questions regarding training content, and questions regarding training operations, including web site and application problems.

Q5. The RFP makes reference to the fact that "the training should be based on recognized industry standards such as ISO 17799, NIST 800 special publications, general HIPAA Privacy and Security Rules, GLBA, Sarbanes-Oxley, OECD privacy standards". As such, is King County interested in training courses that address each of these areas such as GLBA, and/or Sarbanes-Oxley? Or is King County more interested in courses with content that addresses the topics within these regulations.

A5: The County's expectation is that the course content will be based on recognized industry standards, not individual opinions or preferences. The list of industry standards was provided in the RFP so the potential proposer would have an understanding of what is meant by standards. As such, the County does not desire training on the specific regulations identified, such as HIPAA, GLBA, Sarbanes-Oxley et.al. Further, to be responsive to the County's RFP requirements, the proposer must provide information on how the proposed training content meets the requirement of being based on recognized industry standards as specified in the RFP

Q6. Can you estimate the annual number of new hires by King County?

A6: Please see Section II, Part B of the RFP.

Q7. Can you estimate the number of "refresher" courses that will be required?

A7: Please see Section II, Part B of the RFP.

Q3. Is the initial training going to be mandatory for all King County employees? If not, can you estimate the number of employees that will participate in the training?

A8: Please see Section II, Part B of the RFP (note: for questions 6-8 above, this part of the RFP represents the best numbers/estimates the County has available).

Q9. Will King County provide a subject matter expert to aid in the customization of the courseware?

A9: Yes.